

STATE OF IOWA
DEPARTMENT OF COMMERCE
UTILITIES BOARD

IN RE: FRONTIER COMMUNICATIONS OF AMERICA, INC.	DOCKET NO. WRU-00-54-484
---	--------------------------

ORDER GRANTING WAIVER

(Issued September 21, 2000)

On July 31, 2000, Frontier Communications of America, Inc. (FCA), filed with the Utilities Board (Board) a request for a waiver of 199 IAC 22.23(2). The subrule requires individual customer verification to change the customer's local or long distance provider. FCA requests that the subrule be waived for customers of Global Crossing Telecommunications, Inc. (GTCI), who reside in the service territory of FCA. FCA states that it is an affiliate of GTCI and FCA has purchased the portion of GTCI's customer base that is located in FCA service territory. FCA states that the transfer of customers from GCTI to FCA will be seamless and they will be served by the same corporate family.

FCA states that it will notify affected customers of the transfer and that those customers will be billed under rates and terms comparable to GTCI. FCA attached a copy of the customer notice, and the notice states that the customer can choose another long distance carrier, that the transfer fee is waived, and provides a toll-free number for the customer to call without any questions. FCA states that the waiver is similar to waivers previously granted by the Board.

The Board finds that the waiver request should be granted. The waiver is similar to the waiver granted in Docket No. SPU-99-29, when GTE Midwest Incorporated was purchased by Iowa Telecommunications Services, Inc., d/b/a Iowa Telecom. In that docket, the Board found that it would be undue hardship to obtain the individual waivers.

The verification rules are intended to prevent the unauthorized change of long distance service, where the acquiring company has no business relationship to the current provider and the change is to acquire customers fraudulently. In this instance, FCA and GCTI are affiliates and the transfer is designed to better align corporate structures. The transfer should be seamless to the affected customers and the customers will be notified of the transfer. The Board finds under these circumstances there is good cause to waive the provisions of 199 IAC 22.23(2).

IT IS THEREFORE ORDERED:

The request for waiver of 199 IAC 22.23(2) by Frontier Communications of America, Inc., filed on July 31, 2000, to allow the transfer of customers from Global Crossing Telecommunications, Inc., without customer verification, is granted.

UTILITIES BOARD

/s/ Allan T. Thoms

/s/ Susan J. Frye

ATTEST:

/s/ Raymond K. Vawter, Jr.
Executive Secretary

/s/ Diane Munns

Dated at Des Moines, Iowa, this 21st day of September, 2000.